



Australian Government

Assessment Requirements for FNSISV309 Settle insurance claims

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- evaluate information and then calculate the claim entitlement
- engage in negotiation with the customer to determine agreed settlement
- prepare all required documentation and file as appropriate.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- state the accountability requirements of individuals involved with insurance settlements and identify the level at which settlements should be referred to senior staff
- outline key features of organisational policy and procedures required for processing insurance claims
- outline key features of relevant legislation, regulation and codes of practice that apply to insurance claims
- define the term 'policy coverage' and state how it relates to the settlement of insurance claims.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the insurance services field of work and include access to:

- organisational records
- organisational policy, procedures, legislation and regulations as they relate to contracts of insurance
- a range of common technology and software.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>